



Performance Feedback

This eight-hour course, *Performance Feedback*, provides leadership skill training to both experienced and inexperienced leaders. The course focuses on using feedback to get organization results. Participants learn to deliver three types of feedback: Corrective, Constructive and Complimentary. The overarching course goal is to create and nurture a high performance culture by assuring people know how they are performing – reinforcing the right behaviors and correcting the ones that need to change. The principles of effective feedback are reviewed and practice sessions improve delivery skills. Participants are encouraged to use course time to practice actual feedback situations.

PROGRAM OBJECTIVES:

This course uses a highly interactive teaching style, combining discussions of relevant theory and principles with self-assessments and practice simulations to create a rich and engaging learning environment to:

- Improve ability to build a performance-based culture
- Increase competence in delivering different types of performance feedback

COURSE CONTENT:

Feedback & Accountability: connecting feedback and accountability

Effective Feedback, Do's and Don'ts: principles of effective feedback and common pitfalls

Performance Graph: how to build a performance-driven culture

Goals of Performance Feedback: business drivers

Setting the Right Environment: role of trust, honesty, performance expectations and win-win approach

Self-Assessment: personal performance assessment on providing feedback

Corrective Feedback: purpose, definition, common mistakes, process steps, practice session

Constructive Feedback: purpose, definition, common mistakes, process steps, practice session

Complimentary Feedback: purpose, definition, common mistakes, process steps, practice session